



TUESDAY JUNE 22, 2010

CUSTOMER SERVICE/TRANSPARENCY/ PERFORMANCE/ACCOUNTABILITY COMMITTEE

AGENDA

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|---------|---|
| 2:00 PM | Call to Order & Welcome
<i>Heather Carroll Cox, Committee Chairman</i> |
| 2:15 PM | Presentation – Performance Leadership, Accountability and Transparency
<i>Jane Kusiak, Executive Director, Council on Virginia's Future</i> |
| 2:45 PM | Presentation – Commonwealth Data Point
<i>April Gunn, Director, Auditor of Public Accounts</i> |
| 3:45 PM | Presentation – DMV: Customer Service Opportunities
<i>Richard Holcomb, Commissioner, Department of Motor Vehicles</i> |
| 4:30 PM | Committee Expectations & Scheduling |
| 4:45 PM | Public Comment |
| 5:00 PM | Adjournment |